

Appl. No. 09/756,471
Reply to Examiner's Action dated June 21, 2005

IN THE CLAIMS:

1. (Currently Amended) (Currently Amended) A customer communication service system, comprising:

a call processing network ~~for enabling communications between a voice client and an agent having an interface connected to a network~~ said telephone network and call processing having a workflow manager connected to a global data communications network ~~for managing workflow, receiving and distributing media events, and servicing client requests from the global data communications network~~, said workflow manager receiving a customer media event, identifying attributes, and associating values therewith;

a database associated with said workflow manager, said database containing available agent attributes for associating attributes of said media event with said agent attributes for the purpose of associating an available agent with a customer media event;

means for connecting geographically distributed agent communications from multiple call center sites to the said call processing network; and

means for connecting web client communications to the said call processing network by voice and at least one other means selected from the group consisting of e-mail message transmission means, chat message transmission means, facsimile transmission means, digital video transmission means and digital voice transmission means.

2. (Currently Amended) The customer communication service system of as

Appl. No. 09/756,471
Reply to Examiner's Action dated June 21, 2005

described in Claim claim 1, wherein the network said interface of the call processing network comprises a Telephony Switching Apparatus switch connected to the said network for receiving voice client communications and telephony resource nodes connected to the said network for distributing said voice client communications to agents, said Telephony Switching Apparatus switch coupled to said telephony resource nodes.

3. (Canceled)

4. (Currently Amended) The customer communication service system of claim as described in Claim 1, wherein the said call processing network further comprises:

- a) a shared disk cluster for storing data connected to cluster servers, the said cluster servers connected to a call processing network LAN;
- b) telephony and real-time services server computers connected to the said call processing network LAN for providing voice processing service control, maintaining application state, load sharing, redundancy and fault recovery;
- c) the telephone network said interface comprising an comprises a Telephony Switching Apparatus switch and telephony resource nodes, the said Telephony Switching Apparatus switch connected to a voice communications network, telephony resource nodes, and the said call processing network LAN, the with said telephony resource nodes connected to the said voice communications network, the Telephony Switching Apparatus switch, and the call processing network LAN;

Appl. No. 09/756,471
Reply to Examiner's Action dated June 21, 2005

d) a firewall connected between the global data communication network and workflow management computer servers; and

e) the said workflow management computer servers connected to the said firewall and the said call processing network LAN, said workflow management computers for managing workflow, receiving and distributing media events, and servicing client requests from the global data communications network.

5. (Currently Amended) The customer communication service system of claim claim as described in Claim 4, wherein the said Telephony Switching Apparatus switch is connected to the said voice communications network by a plurality of sharable voice trunk lines.

6. (Currently Amended) The customer communication service system of claim as described in Claim 4, wherein the said telephony resource nodes are connected to the said voice communications network by a plurality of sharable voice trunk lines.

7. (Currently Amended) The customer communication service system of claim as described in Claim 4, wherein the said Telephony Switching Apparatus switch is connected to the said telephony resource nodes by a plurality of sharable voice trunk lines.

8. (Currently Amended) The customer communication service system of claim as described in Claim 4, wherein each of said telephony resource nodes node is connected by a

Appl. No. 09/756,471
Reply to Examiner's Action dated June 21, 2005

voice recognition unit link.

9. (Currently Amended) The customer communication service system of claim as described in Claim 4, wherein the said telephony resource nodes are adapted to provide at least one function selected from the group consisting of playing recorded audio announcements to callers, collecting dual tone multi-frequency digit strings from callers, providing a voice over the Internet protocol connection Voice/Internet Protocol to agents using a high bandwidth Internet connection, playing music to calls queued by an Telephony Switching Apparatus switch, collecting information from callers via speech recognition, providing callers with voice mail, and or facsimile receipt and delivery.

10. (Currently Amended) The customer communication service system of claim as described in Claim 4, wherein the said telephony and real-time services server computers provide at least one function selected from the group consisting of real-time voice processing, maintaining application state, redundancy, load sharing, and or fault recovery.

11. (Currently Amended) The customer communication service system of claim as described in Claim 4, wherein the said workflow management computer servers are adapted to provide at least one function selected from the group consisting of provisioning system services, billing, accounting, web services, maintaining databases, and or transferring client data to agents via the global data communications network.

Appl. No. 09/756,471
Reply to Examiner's Action dated June 21, 2005

12. (Currently Amended) The customer communication service system of claim as described in Claim 1, further comprising a customer site comprising:

- a) an a Telephony Switching Apparatus switch, connected to the said telephone network, for connecting to the telephone network said interface of the call processing network;
- b) means for connecting agent communications to the said telephone network; and
- c) means for connecting agent communications to the said global data communications network.

13. (Currently Amended) The customer communication service system of claim as described in Claim 12, wherein the said Telephony Switching Apparatus switch is connected to the said telephone network by a plurality of sharable voice trunk lines.

14. (Currently Amended) The customer communication service system of claim as described in Claim 1, wherein the further comprising a means for connecting a voice client communications to the to said telephone network is selected from the group consisting of a facsimile transmission means and or a voice transmission means.

15. (Canceled)

16. (Currently Amended) The customer communication service system of claim as

Appl. No. 09/756,471
Reply to Examiner's Action dated June 21, 2005

described in Claim 1, wherein the said global data communications network comprises the Internet.

17-37 (Canceled)

38. (Withdrawn) A customer communication workflow management system, comprising:

a workflow manager for receiving a customer media event, identifying attributes of said media event and associating values therewith; and

a database of available agent attributes associated with said workflow manager, said workflow manager associating attributes of said media event with said agent attributes for the purpose of associating an available agent with a customer media event.

39. (Withdrawn) The system as recited in Claim 38 further comprising said workflow manager receiving a plurality of media events.

40. (Withdrawn) The system as recited in Claim 38 wherein said media event is selected from the group consisting of voice, voice mail, fax, email, on-line chat, self-help support, web-based support, Internet protocol telephony and video, and paper correspondence.

41. (Withdrawn) The system as recited in Claim 38 wherein said agent attributes are selected from the group consisting of availability, skill level, time since last call, seniority, and

SEP. 21. 2005 5:19PM HITT GAINES 9724808865

NO. 2303 P. 9

Appl. No. 09/756,471
Reply to Examiner's Action dated June 21, 2005

previous history with customer.